

# Mandy Zielinski

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#readytowork

## Work Experience

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### **CSR - Customer Service Representative**

Deckers Brands - Broomfield, CO

September 2019 to February 2020

Customer Service Representative

- Answered incoming chats in a call room setting, chatting with three customers most of the time
- Assisted customers with concerns/issues regarding ordered product
- Aided in customer's billing inquiries
- Facilitated customer driven phone orders
- Assisted the back office with refunding when needed

### **TownePlace Suites**

Aimbridge Hospitality - Broomfield, CO

June 2016 to December 2016

Front Desk and Audit. Check guests in and out, kept lobby clean, did the overnight audit paperwork. Help guests with anything they need. Provide excellent customer service..

### **Front Desk Clerk**

Hilltop Inn

April 2016 to November 2016

Customer Service Representative

- Answered incoming calls in a call room setting
- Assisted customers with concerns/issues regarding ordered product
- Aided in customer's billing inquiries
- Facilitated customer driven phone orders

Front Desk

- Answered incoming calls on multi line phone system
- Addressed and completed over the phone and online generated reservations
- Collected cash and credit card payments at POS system
- Maintained clean and friendly atmosphere at Customer's point of first contact
- Guided/assisted guests to their room
- Provided help to housekeeping department with laundry if needed

Receptionist

- Answered incoming calls on multi line phone system

- Transferred calls to appropriate party as needed based on customer's needs
- Retrieved and returned paper files when needed
- Recorded and relayed client messages in timely fashion
- Assisted payroll department as needed

Customer Service Representative Deckers Broomfield, CO  
Front Desk Hilltop Inn Broomfield, CO  
Receptionist Carpet Mill Outlet Denver, CO

## Education

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### **Diploma**

McLain High School - Lakewood, CO

## Skills

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- Customer Service
- Customer Care
- Call Center
- CSR
- Customer Support
- Cash Handling (10+ years)
- Communications
- Customer Service Skills (10+ years)
- Receptionist (1 year)
- Sales
- fast learner
- Caregiving
- Clerical Experience
- Multi-line Phone Systems
- Home Care
- POS
- Data Entry
- Live Chat
- Bartending
- Administrative Experience
- Administrative Experience
- Bartending
- English
- Zendesk
- E-commerce
- Microsoft Office

- Time management
- Microsoft Word

## Assessments

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### **Customer Focus & Orientation — Expert**

February 2020

Responding to customer situations with sensitivity.

Full results: [Expert](#)

### **Delivery Driver — Expert**

June 2020

Interpreting instructions, reading maps, and solving problems.

Full results: [Expert](#)

### **Call Center Customer Service — Highly Proficient**

February 2020

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

### **Bartending — Highly Proficient**

July 2020

Understanding, pouring, and mixing drink orders.

Full results: [Highly Proficient](#)

### **Attention to Detail — Highly Proficient**

July 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.